

2024 PUBLIC OPINION SURVEY



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Acknowledgments

Thank you to all the citizens who took the time to fill out the 2024 Missouri State Highway Patrol (MSHP) Public Opinion Survey. It is our mission to provide a safe environment to everyone who lives in and visits our great state. We also strive to respond promptly and professionally when we are called upon. Your valuable input will assist our efforts and improve our vital service to the community. We are pleased that 1,662 people took part in our survey, which will help us capture the opinions of the public.

Within the forthcoming pages, you will see the results of our public opinion survey. We asked citizens several questions ranging from employee competence to crime victimization. In addition, citizens responded to specific questions pertaining to traffic and crime enforcement. These results will assist our agency with establishing policies and programs to better serve the needs of Missouri citizens and our visitors. **Approximately 85.9% of respondents rated the MSHP's performance as either excellent or good.**

Finally, we are constantly striving to give the citizens of Missouri and our visitors the best possible service. It is reports such as this that greatly help us achieve our goals. Thank you once again to everyone who participated.

Methodology

Personnel from the MSHP Research and Development Division, Statistical Analysis Center conducted this study. In 2014, the methodology of the public opinion survey was updated from a mail-in survey form to a web-based survey to increase the response rate. This revision also was an attempt to collect questionnaires from a more representative sample of Missouri residents and became the new standard in 2017.

The 2024 survey was modeled after the 2022 online survey. Because the survey software utilizes managed question branching and required responses, more control over survey responses was achieved than with previously used mail-in questionnaires. Once the design was completed, the interactive questionnaire was posted to a link on the MSHP homepage, which was activated on August 1, 2024. Multiple news releases and social media alerts were issued by the MSHP Public Information and Education Division during the month of August, which increased public awareness of the survey. For reference purposes, the questionnaire is contained in Appendix A.

A total of 1,662 survey responses were collected from August 1, 2024, to September 9, 2024. Although the response rate is typically increased with the use of a web-based survey compared to the mail-in survey, limitations must be considered when interpreting such results. Because the web link was available to all people with access to a computer, there was no control over respondents, thus producing a non-random sample. The 2024 survey relied entirely on voluntary responses from people who may or may not reside in Missouri. Therefore, findings of the survey may not reflect opinions of just Missouri residents.

It is important to note the number of 2024 survey responses that were received decreased by 34.6% compared to 2022. This significant decrease should be taken into consideration when comparing and interpreting the results of the survey.

Survey findings and applicable analysis are provided in the following section. Response statistics are also provided for each question.

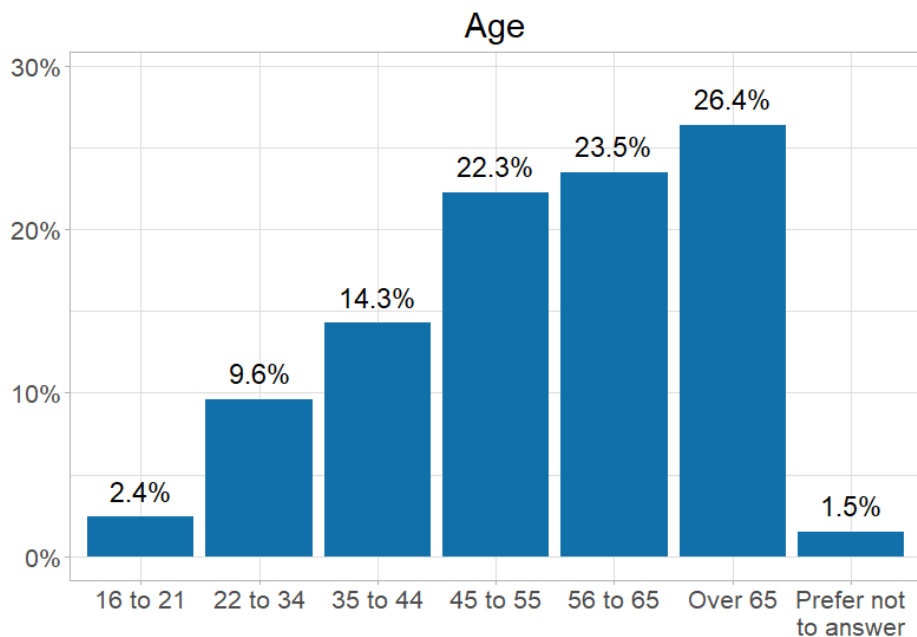
Findings

A total of 1,662 individuals responded to the 2024 Public Opinion Survey. An analysis of their responses and the findings are provided below. Percentages for each question are only calculated for respondents who answered that particular question. Respondents who did not answer the question (No Response) were not included in the following percentages. Percentages may not equal 100 due to statistical rounding.

Respondent Characteristics

What age group do you fall under?

	Frequency	Percentage
16 to 21	32	2.4%
22 to 34	127	9.6%
35 to 44	190	14.3%
45 to 55	295	22.3%
56 to 65	311	23.5%
Over 65	350	26.4%
Prefer not to answer	20	1.5%
No Response	337	--
Total	1,662	100%



Which of the following groups would you say represents your race or ethnic background?

	Frequency	Percentage	State Demographics*
White	1,182	89%	82.5%
Black or African American	16	1.2%	11.7%
Hispanic	14	1.1%	4.8%
Multiracial	16	1.2%	2.7%
American Indian or Alaska Native	9	0.7%	0.6%
Asian	2	0.2%	2.3%
Prefer not to answer	89	6.7%	0.2%
No Response	334	--	--
Total	1,662	100%	104.8%**

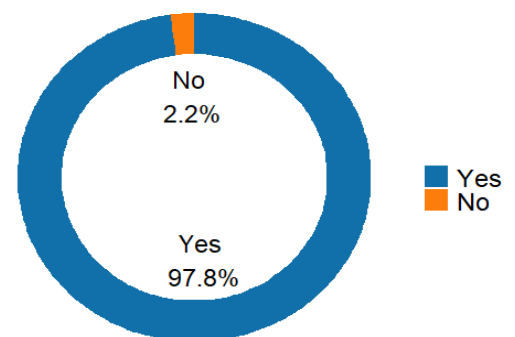
*Statewide demographics were taken from the 2022 population estimate from the MO Census Data Center

**Total exceeds 100% because Hispanics can be of any race, so they are also included in applicable categories

Are you a resident of the State of Missouri?

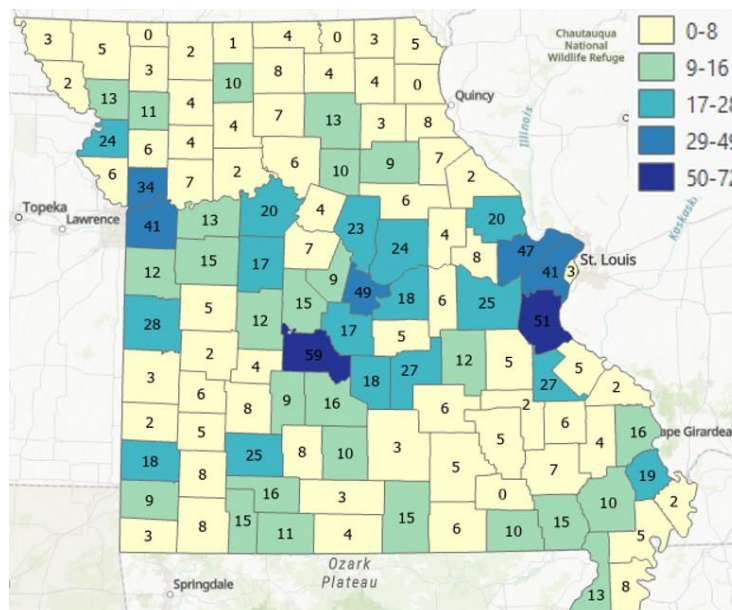
	Frequency	Percentage
Yes	1,313	97.8%
No	29	2.2%
No Response	320	--
Total	1,662	100%

Resident Status



Please provide your county

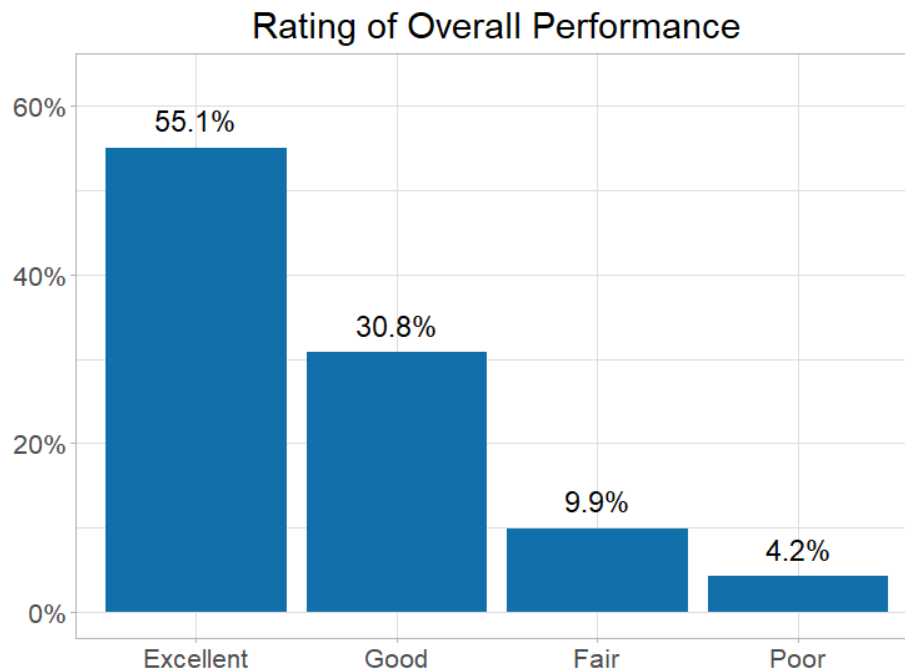
Map displays distribution of only respondents who lived in Missouri and provided their county. 1,284 respondents answered with 378 no responses.



Evaluation of MSHP

How would you rate the overall performance of the Missouri State Highway Patrol (MSHP)?

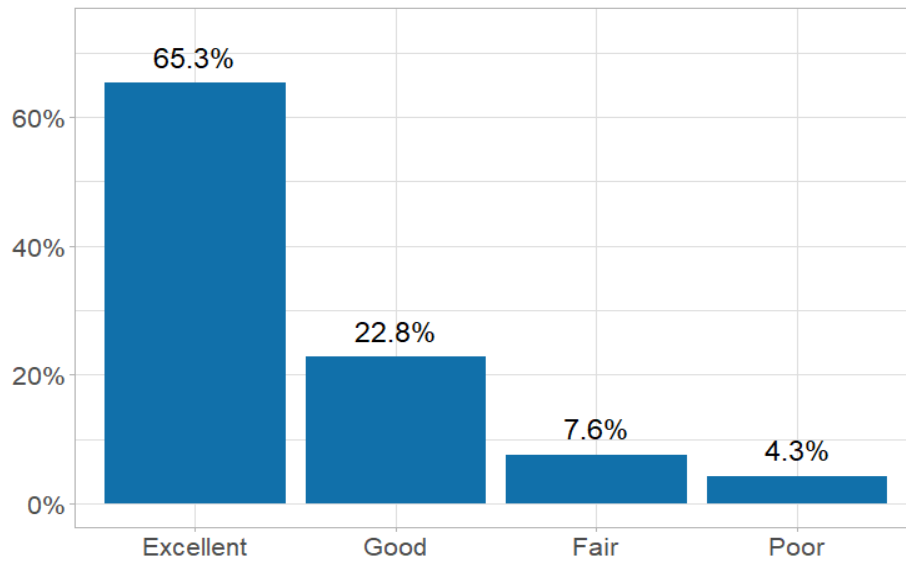
	Frequency	Percentage
Excellent	908	55.1%
Good	508	30.8%
Fair	164	9.9%
Poor	69	4.2%
No Response	13	--
Total	1,662	100%



How would you rate the professional appearance, attitude, and demeanor of the MSHP?

	Frequency	Percentage
Excellent	1,076	65.3%
Good	376	22.8%
Fair	125	7.6%
Poor	71	4.3%
No Response	14	--
Total	1,662	100%

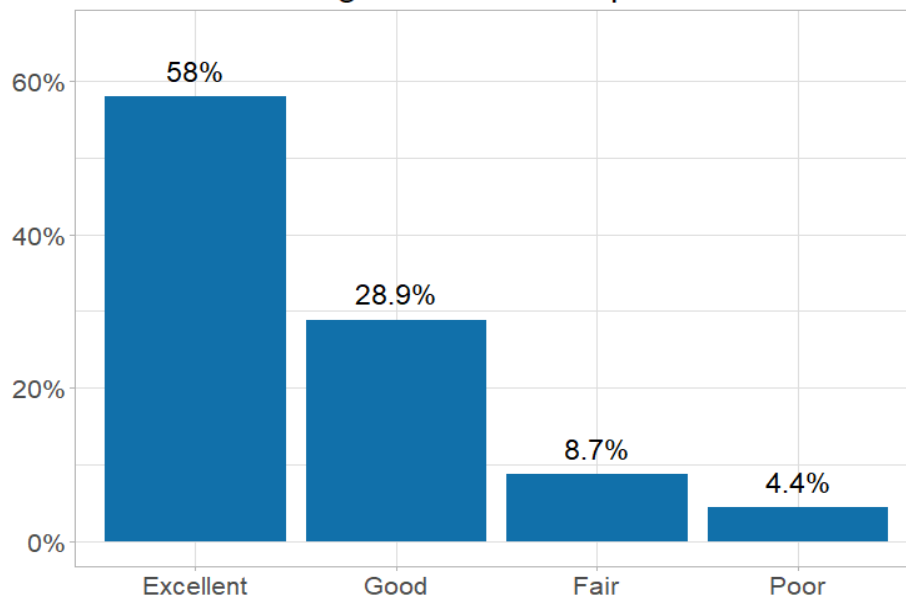
Rating of Professional Appearance,
Attitude, Demeanor



From your experience, how would you rate the overall competence of MSHP employees?

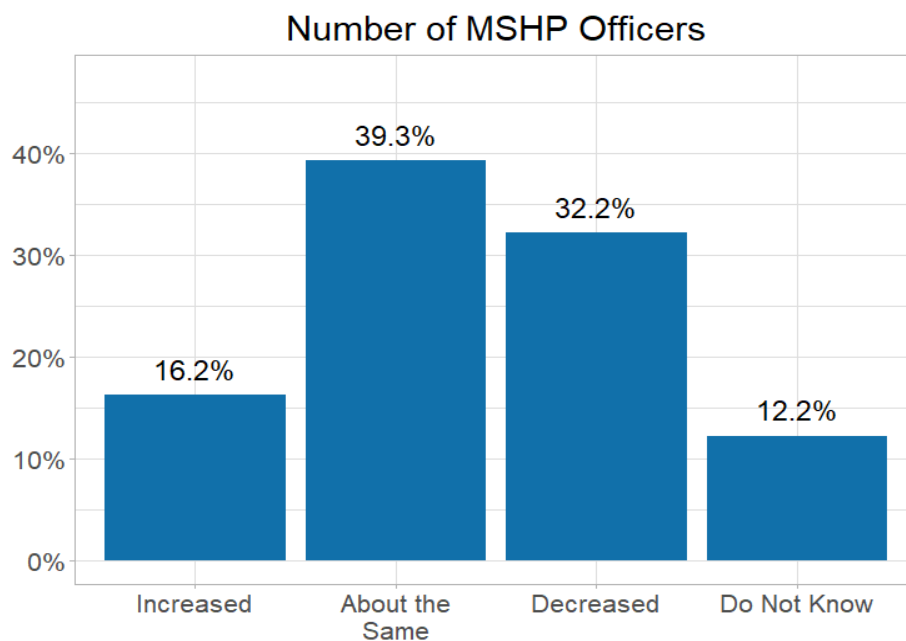
	Frequency	Percentage
Excellent	954	58.0%
Good	476	28.9%
Fair	144	8.7%
Poor	72	4.4%
No Response	16	--
Total	1,662	100%

Rating of Overall Competence



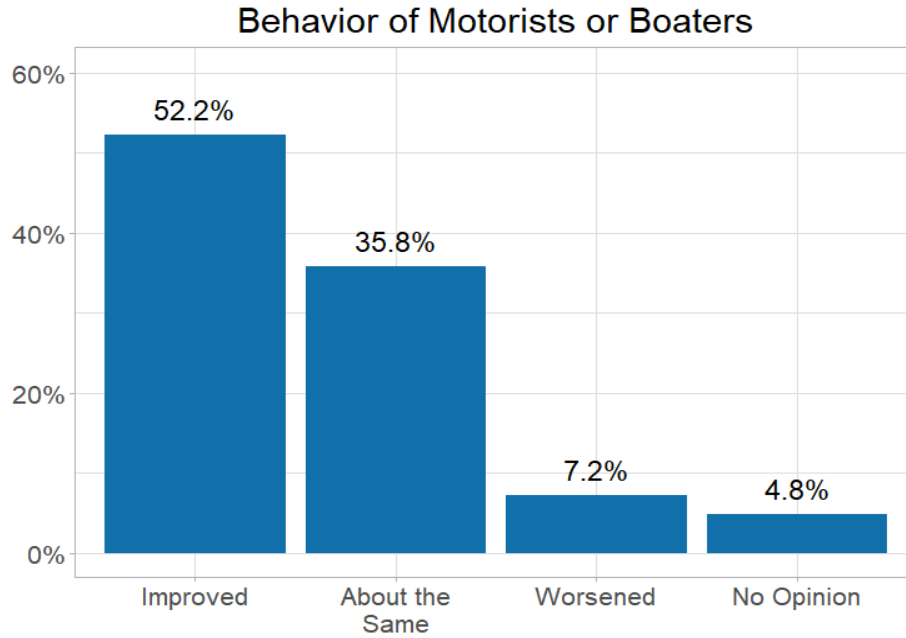
Compared to two years ago, how do you think the number of MSHP officers on the roadway or waterway has changed?

	Frequency	Percentage
Increased	251	16.2%
About the Same	609	39.3%
Decreased	499	32.2%
Do Not Know	189	12.2%
No Response	114	--
Total	1,662	100%



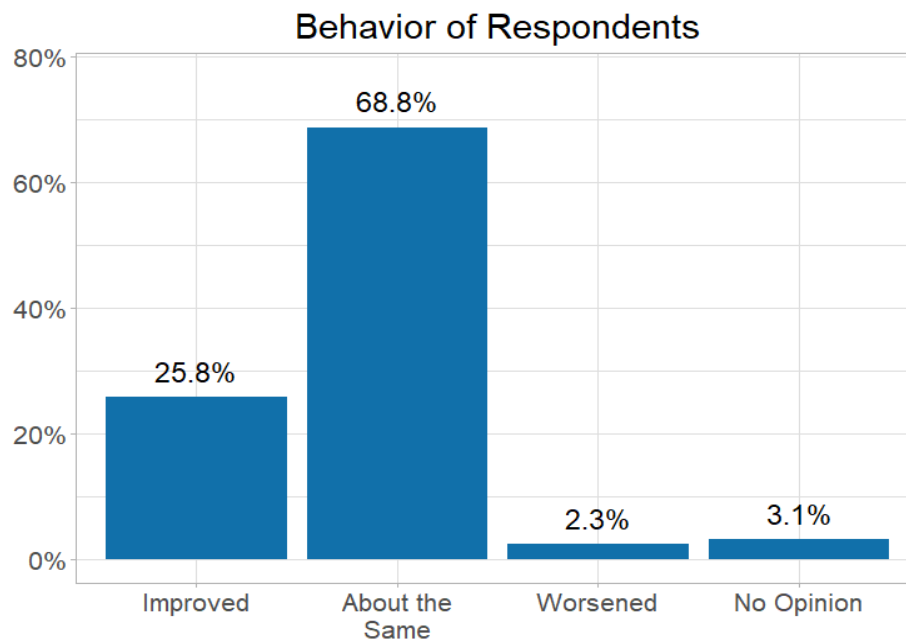
When you see a MSHP officer on the roadway or waterway, how is the behavior of other motorists or boaters affected?

	Frequency	Percentage
Improved	807	52.2%
About the Same	554	35.8%
Worsened	111	7.2%
No Opinion	75	4.8%
No Response	115	--
Total	1,662	100%



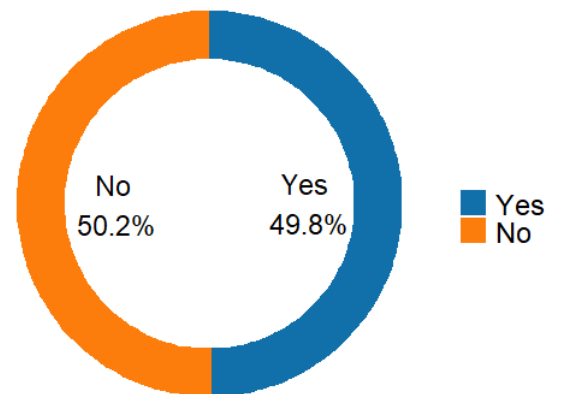
When you see a MSHP officer on the roadway or waterway, how is your behavior affected?

	Frequency	Percentage
Improved	400	25.8%
About the Same	1,065	68.8%
Worsened	36	2.3%
No Opinion	48	3.1%
No Response	113	--
Total	1,662	100%



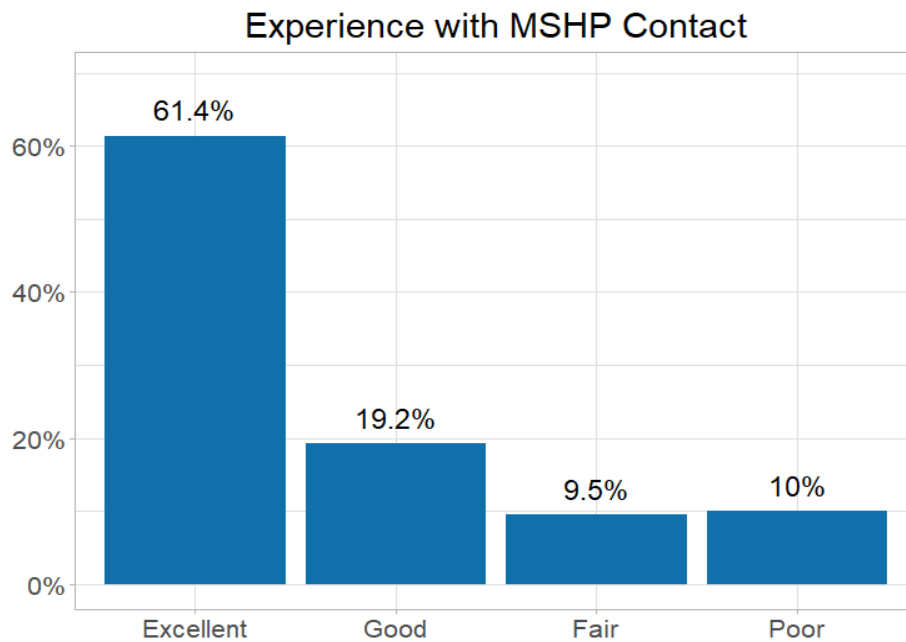
Have you had direct contact with the MSHP within the past two years?

	Frequency	Percentage
Yes	779	49.8%
No	785	50.2%
No Response	98	--
Total	1,662	100%



If yes, how would you describe your experience?

	Frequency	Percentage
Excellent	467	61.4%
Good	146	19.2%
Fair	72	9.5%
Poor	76	10.0%
No Response	901	--
Total	1,662	100%

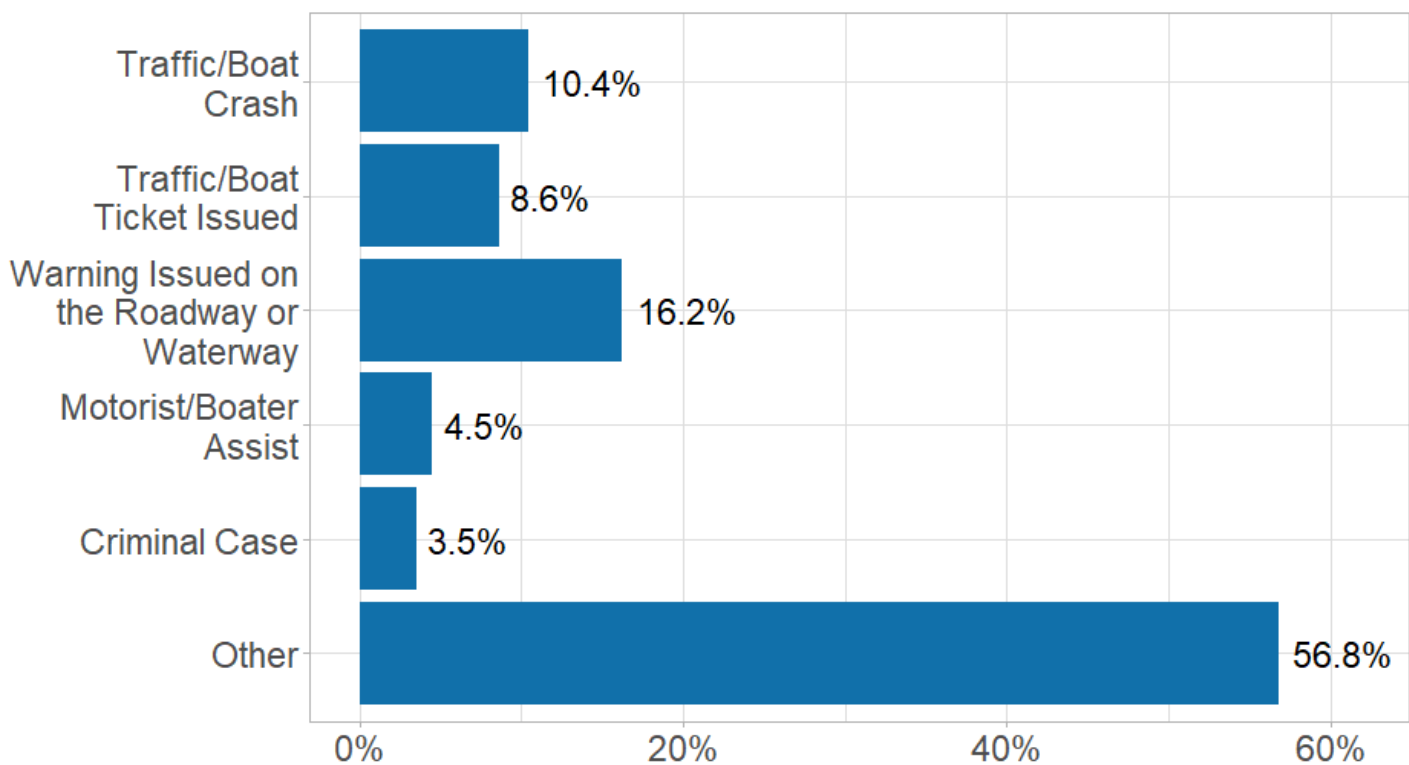


If yes, please indicate the nature of the contact. Check all that apply.

	Frequency	Percentage
Traffic/Boat Crash	88	10.4%
Traffic/Boat Ticket Issued	73	8.6%
Warning Issued on the Roadway or Waterway	137	16.2%
Motorist/Boater Assist	38	4.5%
Criminal Case	30	3.5%
Other	482	56.8%
No Response	902	--
Total	1,750	100%

***Note:** Respondents who answered yes and indicated they had direct contact with the MSHP could choose more than one type of contact nature. For this reason, the sum of frequencies is greater than the number of respondents.

Nature of MSHP Contact



MSHP Enforcement Activities and Other Duties

Please indicate how important you feel the following law enforcement activities provided by the MSHP.

	Response Frequency	Very Important	Important	Moderately Important	Slightly Important	Not Important
Traffic Crash Investigation 	1,470	68.5%	23.8%	5.0%	1.6%	1.2%
Enforcing Criminal Laws 	1,473	75.0%	17.4%	4.7%	1.3%	1.6%
Response to Natural Disasters	1,469	54.5%	27.5%	12.3%	3.3%	2.3%
Enforcing Commercial Motor Vehicle Laws and Conducting Inspections 	1,470	54.6%	27.2%	11.8%	4.1%	2.4%
Providing Services to Motorists in Need of Assistance 	1,470	59.3%	27.5%	8.9%	3.3%	1.1%
Developing Counterterrorism Intelligence	1,467	51.7%	25.2%	12.9%	5.5%	4.6%
Detecting and Deterring the Flow of Illegal Drugs	1,465	72.8%	18.5%	4.4%	2.6%	1.8%
Providing Examinations for Driver Licenses 	1,464	37.2%	33.7%	17.8%	6.6%	4.7%
Administering the Motor Vehicle Inspection Program 	1,468	28.6%	27.9%	22.5%	11.0%	9.9%
Conducting School Bus Equipment Safety Inspections	1,469	57.2%	25.9%	11.1%	3.7%	2.2%
Criminal Lab Forensic Examinations 	1,462	61.5%	25.9%	8.5%	2.2%	1.9%
Boat Safety and Enforcement 	1,465	52.9%	25.7%	13.4%	5.0%	3.0%

(Press the  button for more information)

Please indicate how well you think the MSHP is addressing the following law enforcement activities.

	Frequency	Excellent	Above Average	Average	Below Average	Very Poor
Traffic Crash Investigation	1,362	45.9%	30.1%	20.5%	1.8%	1.8%
Enforcing Criminal Laws	1,357	36.3%	31.0%	23.4%	6.1%	3.1%
Response to Natural Disasters	1,356	36.3%	28.9%	31.0%	2.1%	1.8%
Enforcing Commercial Motor Vehicle Laws and Conducting Inspections	1,358	31.3%	30.0%	30.3%	4.9%	3.5%

Providing Services to Motorists in Need of Assistance	1,365	38.5%	27.2%	25.9%	5.3%	3.2%
Developing Counterterrorism Intelligence	1,336	27.4%	24.9%	40.4%	4.9%	2.5%
Detecting and Deterring the Flow of Illegal Drugs	1,352	31.5%	26.3%	29.4%	7.5%	5.3%
Providing Examinations for Driver Licenses	1,348	31.5%	27.9%	34.8%	3.0%	2.7%
Administering the Motor Vehicle Inspection Program	1,350	28.7%	27.3%	39.1%	2.6%	2.3%
Conducting School Bus Equipment Safety Inspections	1,349	38.0%	25.6%	33.1%	1.7%	1.5%
Criminal Lab Forensic Examinations	1,346	34.8%	28.1%	32.3%	2.6%	2.2%
Boat Safety and Enforcement	1,349	31.7%	27.8%	32.5%	4.1%	4.0%

Are you aware of or have you ever visited MSHP's "Show-Me Integrity Accountability Portal" website?

	Frequency	Percentage
Yes	184	13.4%
No	1,065	77.6%
Not Sure	123	9.0%
No Response	290	--
Total	1,662	100%

Victimization

How much of a worry or concern are the following to you?

	Frequency	Not at all worried	Somewhat worried	Very worried
Being involved in a traffic accident while traveling on Missouri roadways.	1,352	19.0%	58.0%	23.0%
Being a victim of a crime while travelling or stopped along Missouri roadways.	1,353	30.5%	53.7%	15.9%
If you reside in Missouri, being a victim of a crime while in your home or neighborhood.	1,353	36.1%	49.7%	13.1%
Being a victim of an act of terrorism in Missouri.	1,353	48.3%	43.8%	7.8%
Being a victim of an active threat.	1,353	34.7%	54.5%	10.7%

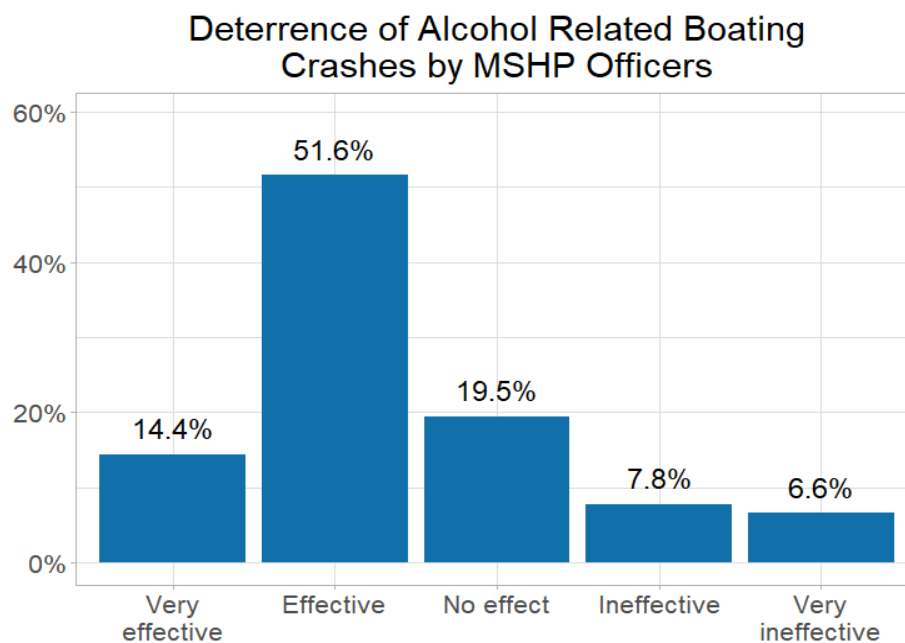
*1.1% of the respondents answered "not applicable" because they did not live in Missouri.

**An active threat is any incident that creates an immediate threat or presents imminent danger to the community.

Public Safety Issues

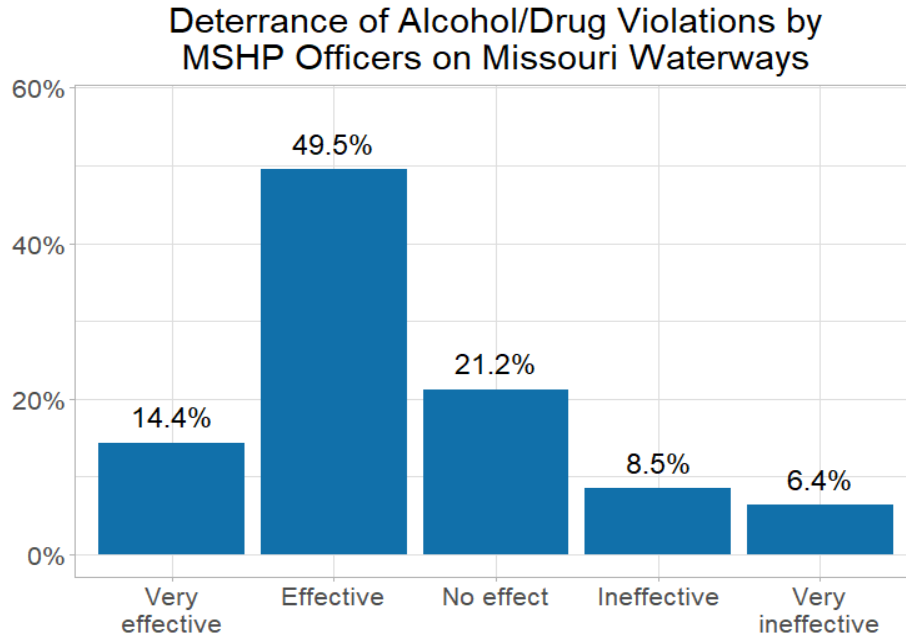
How effective do you believe MSHP officers are at deterring alcohol related boating crashes?

	Frequency	Percentage
Very effective	190	14.4%
Effective	679	51.6%
No effect	256	19.5%
Ineffective	103	7.8%
Very ineffective	87	6.6%
No Response	347	--
Total	1,662	100%



How effective do you believe MSHP officers are at deterring alcohol and drug violations on Missouri waterways?

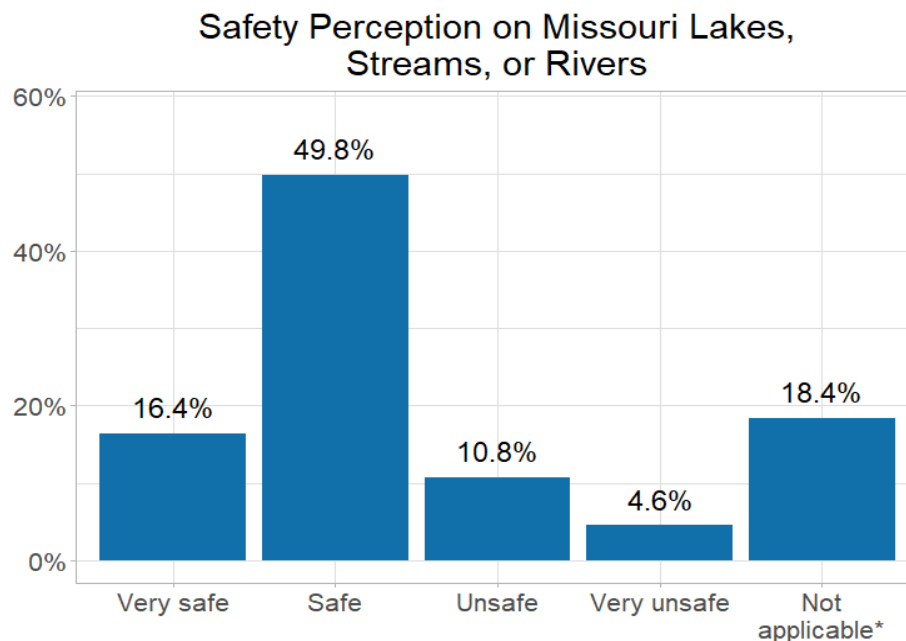
	Frequency	Percentage
Very effective	189	14.4%
Effective	650	49.5%
No effect	278	21.2%
Ineffective	112	8.5%
Very ineffective	84	6.4%
No Response	349	--
Total	1,662	100%



How safe do you feel on Missouri lakes, streams, or rivers?

	Frequency	Percentage
Very safe	217	16.4%
Safe	659	49.8%
Unsafe	143	10.8%
Very unsafe	61	4.6%
Not applicable*	244	18.4%
No Response	338	--
Total	1,662	100%

*Some respondents indicated they did not participate in activities on Missouri waterways

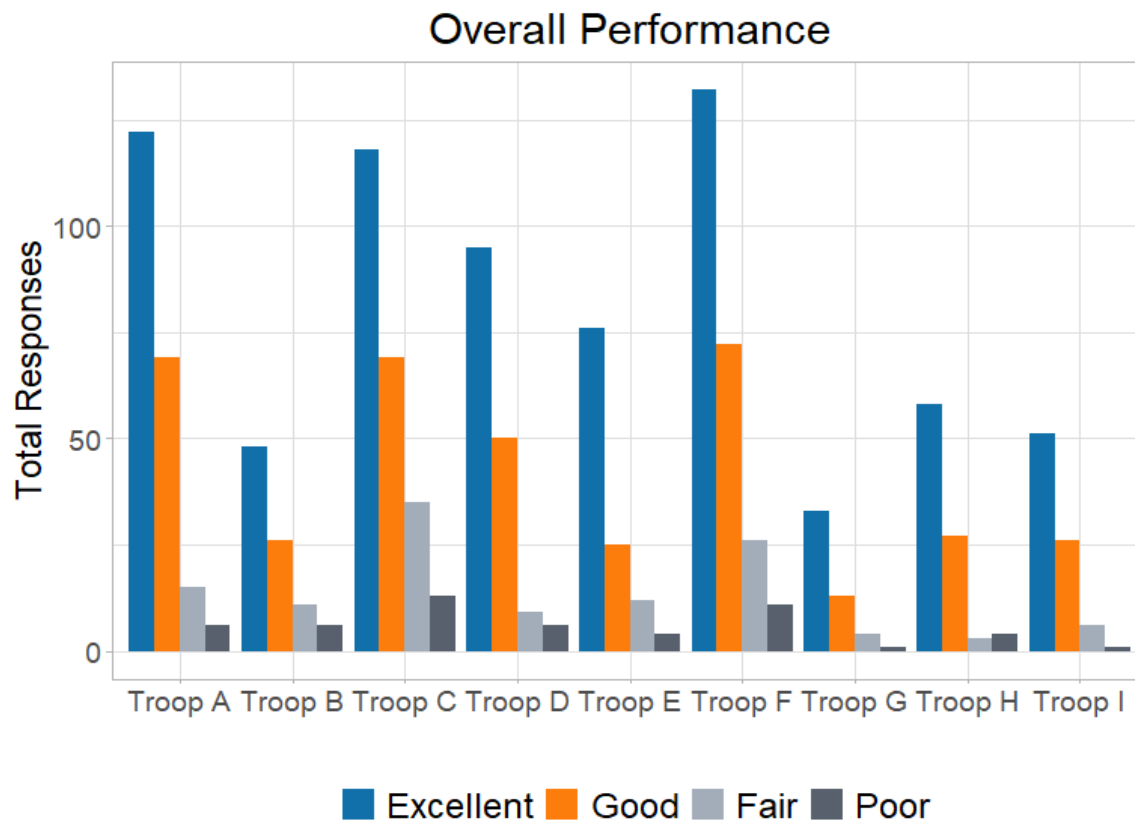


Troop Breakdown

The following section shows the breakdown of responses by troop. Because respondents had the option to indicate their county of residence, respondents were able to be grouped by the troop their county is located in. Please note that not all respondents indicated their county. Thus, the total numbers in the following tables and charts may not equal all respondents who answered the question. A few select questions are analyzed by troop.

How would you rate the overall performance of the Missouri State Highway Patrol (MSHP)?

Troop	Excellent	Good	Fair	Poor
Troop A	122	70	15	6
Troop B	48	26	11	6
Troop C	118	69	35	13
Troop D	95	50	9	6
Troop E	76	25	12	4
Troop F	132	72	26	11
Troop G	33	13	4	1
Troop H	58	27	3	4
Troop I	51	26	6	1
No County/Troop Provided	175	131	43	17

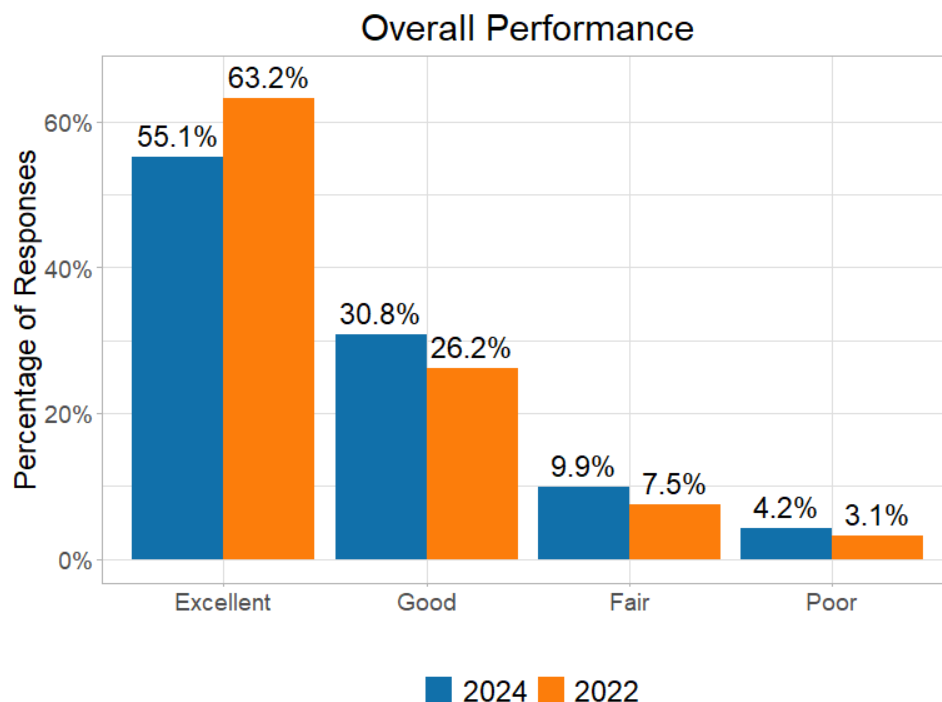


Comparing the 2022 and 2024 Public Opinion Surveys

As stated previously, the 2022 and 2024 Public Opinion Surveys followed the same methodology. However, although most of the questions stayed the same, some questions have been added or removed from the 2022 survey. Since most of the questions stayed the same between the two surveys and the methodology remained unchanged, trends from both surveys can still be accurately compared. However, major differences in responses between the 2022 and 2024 public opinion surveys should be taken cautiously for three reasons. First, it was not possible to identify respondents who answered the survey in both 2022 and 2024. Second, the distribution of respondents is not a representative sample of Missouri's population. Third, there is a significant decrease in the number of responses in 2024 compared to 2022. Thus, it is not possible to determine if the respondent's attitudes changed over time or if the results were obtained from two different population samples.

An interesting difference between the two surveys was the number of respondents. In 2024 there were 1,662 survey responses. This represents a 34.6% decrease from the 2,540 survey responses in 2022. The percentage breakdown of respondents by age remained relatively similar in 2024. In the 2022 survey, the age grouping with the largest proportion of respondents was 56 to 65 years old. In 2024, the over 65 age group had the largest proportion of respondents, with the 56 to 65 group coming in a close second. Even with the decrease in respondents, the overall attitude toward the MSHP was mainly positive in both surveys, although 2024 saw slightly less favorable responses.

Both the 2022 and 2024 surveys asked respondents to rate the overall performance of the MSHP. Of the respondents who answered this question, there was a 3.9% decrease in the percentage of positive responses with 85.9% (1,416) of people rating the MSHP as either excellent or good in 2024 compared to 89.4% (2,256) in 2022. Conversely, there was an increase in the number of negative responses with 9.9% (164) and 4.2% (69) of respondents rating the MSHP as either fair or poor in 2024 respectively compared to 7.5% (189) and 3.1% (77) in 2022. The comparison in respondent's answers of the MSHP overall performance is shown in the chart below.



Additionally, both surveys asked respondents to rate the professional appearance, attitude, and demeanor of MSHP personnel. In 2024, approximately 88.1% rated MSHP personnel as either excellent or good compared to 89.8% in 2022. Each survey also asked respondents to rate the overall competence of MSHP employees. Approximately 86.9% of respondents rated MSHP competence as either excellent or good in 2024 compared to 90.1% in 2022. Beginning in 2022 the public opinion survey included a question concerning MSHP's ["Show-Me Integrity Portal"](#) website. Respondents were largely unfamiliar with the website in 2022 with 80.4% saying they were not aware of the website and 19.6% being unsure if they had visited or were aware of the website. In 2024, 22.4% of respondents were unsure if they had visited or were aware of the website and 77.6% had not heard of the website.

Sentiment Analysis

The Statistical Analysis Center chose to parse through the data using sentiment analysis techniques to better breakdown the free text comments from the 2024 Public Opinion Survey. Sentiment analysis is the understanding of opinions through literary interpretation of a program. We can effectively categorize the opinions expressed through the public opinion survey as positive, negative, or neutral. A negative average score (-1) indicates an unhappy or negative response, a positive score (1) indicates a positive response, and a score of 0 indicates a neutral response.

Top Five Negative Responses

Score	Comment
-0.96	Stop running hidden radar on hwy 61 near "Any town, MO". All you do is force people to move over a lane or slam on brakes and cause traffic accidents. Sit in plain sight near the dangerous hwy cut throughs so people slow down in the correct areas. Hiding behind a hwy sign on a curve just causes dangerous situations. I see it almost EVERY DAY. Im former law enforcement of 10 years. The MSHP traffic enforcement program is a complete joke. Also teach your "troopers" to have an actual personality, put the person back in policing. Your department is a complete joke. I do not support my tax dollars being wasted. However I do support local law enforcement.
-0.96	Pay Troopers more for what they do. Missouri is one of the lowest paying state patrols in the surrounding states. Give your officers the ability to effect arrests, the criminals know if they run the patrol won't pursue them. The criminals have no fear of the patrol and that puts our troopers at risk.
-0.93	Every trooper I have met has been an arrogant jerk and 2 of them ignored video evidence of road rage and blamed me instead
-0.90	My husband was involved in a very serious semi accident. NOT ONCE DID A HIGHWAY PATROL OFFICER BOTHERED TO CALL ME OR COME VISIT WITH ME!!!! THE WHOLE STATE KNEW WHAT HAPPENED TO MY HUSBAND BEFORE I KNEW. THE MEDIA EVEN RELEASED HIS NAME BEFORE I WAS NOTIFIED. I FINALLY GOT A CALL FROM HIS COMPANY 4 HOURS AND 45 MINUTES AFTER THE ACCIDENT!!! I WANT ANSWERS TODAY!!!

- 0.62 Since covid drivers drive very unsafe at excessive speeds in town and on highways especially at intersections and parking lots you need to drive defensive at all times and as for the lakes it is terrible that boat operators and especially jet skis do not maintain a safe distance

Top Five Positive Responses

Score	Comment
0.96	In my profession I have worked with and alongside MSHP for over 15 years. They present the epitome of excellence in professionalism. I have had the pleasure of forming wonderful working relationships as well as friendships with officers over the years and have maintained those relationships. They don't get paid nearly enough for the lunacy they endure. Stay safe and we got your 6!
0.95	We love the MSHP. They are professional, well educated and we pray for them each day. I hope we can increase their pay so they never have to lower their standards to gain high quality employees.
0.87	Very professional organization with top notch employees. Leadership is the best!
0.81	Overall excellent job by MSHP Troopers and staff very pleased with assistance they have provided can't thank them enough. Also have had the pleasure of riding along with multiple MSHP Troopers very professional and knowledgeable in their line of work.
0.73	Very professional and much appreciated. Keep up the great work and keep the drunks off the roads. Thanks for being there for the residents of MO and travelers alike!

Top Five Neutral Responses

Score	Comment
0	Need more water patrol at Lake of Ozarks
0	I think the Missouri State Highway Patrol is understaffed and under budgeted.
0	Higher visibility on the highway.
0	24 hour coverage and not having call out cars would help
0	Need more officers on the highways and water ways. I think they are both under staffed.

*Specific locations and names in all citizen provided comments throughout this document have been altered for confidentiality.

Topic Modeling

To further investigate the free text comments in the 2024 Public Opinion Survey, the Statistical Analysis Center utilized the Structural Topic Model to find underlying themes in the comments of the respondents. This model defines each topic as a distribution of words, then classifies each comment as a proportion of the previously defined topics. After completing this analysis, three topics of interest out of 20 were chosen for display based on the overall expected proportion (frequency of the topic in the responses) and the potential for valuable insight.

Topic	Topic Ranking (out of 20)	Expected Proportion
Water Patrol	2	7.7%
Speed	3	6.7%
Citizen Recommendations	11	5.0%

Water Patrol – Top Comments

- We have lived on the lake of the ozarks for over 50 years in “Anywhere” Cove. We saw a water patrol officer at least once a day in our cove when it was strictly the water patrol. Ever since water patrol has combined with MSHP we NEVER see a patrol boat in our cove. We live in one of the busiest coves on the lake – “Anywhere”. The current patrol seems to be more reactive than proactive.....
- Maybe a few more officers at Lake of the ozarks. We usually see at least one over a weekend. Didn’t see any this past weekend. I know they have a lot of area to cover. Appreciate all you do!!
- There is absolutely zero enforcement of no wake zones on the lake of the ozarks. I live in a no wake cove, and boaters fly in her like they are Andretti with no consequences. The whole lake has become a death trap with no regulations and boats getting bigger and bigger every year.
- Have water patrol around the 60mm during the season around sundown due to wave runners don't know time to leave water. I have almost hit them with fishing poles off my dock while fishing.
- Need more water patrol. We called the other day about a boater running in circles in front of our dock and no one ever showed up

Speed – Top Comments

- Speeding, especially through the I-55 construction zone around “Any town, MO”, is terrible! Speeds in the 7-8 am hour are way in excess of 70 mph. Truckers in the passing lane speeding; sometimes two semi trucks passing each other in the construction zone. Too much aggressive driving.
- It is extremely dangerous driving home. The highway corridor through “Any town” Missouri people drive 20 over limit. Driving home each night from “Any town” to “Anywhere” on Highway 65 I am violently passed while driving speed limit. Recent construction people getting used to driving over limit and I was nearly rear-ended. People driving 15 to 25 over on highway 65. No cops anywhere
- I-44 corridor between “Any town” and “Anywhere” has been horrid to drive for the last 5 years. The construction from “Any town” to “Anywhere” has a 50 mph speed limit but the commercial trucks regularly speed above 70 through there. Commercial

trucks blocking the highway by not utilizing the slow lanes going uphill. More enforcement is needed in those areas.

- Need more visibility in high traffic areas like 70 going through “Any town, MO” because of speeding and drivers weaving from lane to lane. More visibility would stop a lot of that.
- I would like to see a larger presence of MHP on our highways over all. I am a professional driver for nearly 36 years now and the amount of aggressive drivers out here is dramatically more than it used to be. I realize there are a lot more drivers out here but the aggressive and dangerous driving I see is ridiculous. Also the excessive speed is incredible these days. My truck is equipped with radar and the amount of people doing 100+ mph is alarming. Anyway I appreciate MHP a lot, I just wish there were more of you on the highways.

Citizen Recommendations – Top Comments

- Love the MSHP. One request would be to require every officer to wear a body cam. They are way behind other states by not requiring this. I understand they have dash cams, but there is a lot that is missed by those - and body cams
- Commercial vehicle officers are commissioned law enforcement officers. The MSHP should treat them as such. They should be able to respond to calls for service that require assistance to other agencies, enforce not only commercial
- Should implement a state wide reporting module developed by a contractor(not developed in house) for all agencies in Missouri to use that is user friendly for crash reporting, citation, arrest, crime reporting that promotes information
- The MSHP seems to be more concerned with getting a quantity of totals rather than conducting quality work. The under paid city cops and deputies do the majority of criminal work while the MSHP rides in and takes credit. Used to deputies and cops wanted to become troopers but now that’s not the case as a whole. We need law enforcement to be professional the upper command of the MSHP seems more worried about being compartmentalized and trying to hold
- I have no comments to what you guys do for you guys know more than me on what needs to be done, but I do request that you guys do more pop-up inspections on commercial and non-commercial vehicles inside of Missouri state lines because I personally know of a lot of commercial vehicles and others that go around the scales and around known positions of patrols to avoid violations and I believe that more pop-up investigations or inspections would help with reduction of commercial accident and noncommercial accident.

Appendix A: 2024 Missouri Public Opinion Survey Questionnaire

Thank you for taking time to read and complete this survey. Your completed survey will impact the way we serve you in the future.

1.) How would you rate the overall performance of the Missouri State Highway Patrol (MSHP)?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

2.) How would you rate the professional appearance, attitude, and demeanor of the MSHP?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

3.) From your experience, how would you rate the overall competence of MSHP employees?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

4.) Compared to two years ago, how do you think the number of MSHP officers on the roadway or waterway has changed?

- ☐ Increased
- ☐ About the Same
- ☐ Decreased
- ☐ Do Not Know

5.) When you see a MSHP officer on the roadway or waterway, how is the behavior of other motorists or boaters affected?

- ☐ Improved
- ☐ About the Same
- ☐ Worsened
- ☐ No Opinion

6.) When you see a MSHP officer on the roadway or waterway, how is **your** behavior affected?

- ☐ Improved
- ☐ About the Same
- ☐ Worsened
- ☐ No Opinion

7.) Have you had direct contact with the MSHP within the past two years?

- ☐ Yes
- ☐ No

8.) If "Yes," how would you describe your experience?

- Excellent
- Good
- Fair
- Poor

9.) If "Yes," please indicate the nature of the contact? Check all that apply.

- Traffic/Boat Crash
- Traffic/Boat Ticket Issued
- Warning Issued on the Roadway or Waterway
- Motorist/Boater Assist
- Criminal Case
- Other

10.) Please indicate how important you feel the following law enforcement activities provided by the MSHP.

Traffic Crash Investigation	Very Important	Important	Moderately Important	Slightly Important	Not Important
Enforcing Criminal Laws	Very Important	Important	Moderately Important	Slightly Important	Not Important
Response To Natural Disasters	Very Important	Important	Moderately Important	Slightly Important	Not Important
Enforcing Commercial Motor Vehicle Laws and Conducting Inspections	Very Important	Important	Moderately Important	Slightly Important	Not Important
Providing Services to Motorists in Need of Assistance	Very Important	Important	Moderately Important	Slightly Important	Not Important
Developing Counterterrorism Intelligence	Very Important	Important	Moderately Important	Slightly Important	Not Important
Detecting And Deterring the Flow of Illegal Drugs	Very Important	Important	Moderately Important	Slightly Important	Not Important
Providing Examinations for Driver Licenses	Very Important	Important	Moderately Important	Slightly Important	Not Important
Administering The Motor Vehicle Inspection Program	Very Important	Important	Moderately Important	Slightly Important	Not Important
Conducting School Bus Equipment Safety Inspections	Very Important	Important	Moderately Important	Slightly Important	Not Important
Criminal Lab Forensic Examinations	Very Important	Important	Moderately Important	Slightly Important	Not Important
Boat Safety and Enforcement	Very Important	Important	Moderately Important	Slightly Important	Not Important

11.) Please indicate how well you think the MSHP is conducting the following enforcement activities.

Traffic Crash Investigation	Above Average	Average	Below Average	Very Poor	Above Average
Enforcing Criminal Laws	Above Average	Average	Below Average	Very Poor	Above Average
Response To Natural Disasters	Above Average	Average	Below Average	Very Poor	Above Average
Enforcing Commercial Motor Vehicle Laws and Conducting Inspections	Above Average	Average	Below Average	Very Poor	Above Average

Providing Services to Motorists in Need of Assistance	Above Average	Average	Below Average	Very Poor	Above Average
Developing Counterterrorism Intelligence	Above Average	Average	Below Average	Very Poor	Above Average
Detecting And Deterring the Flow of Illegal Drugs	Above Average	Average	Below Average	Very Poor	Above Average
Providing Examinations for Driver Licenses	Above Average	Average	Below Average	Very Poor	Above Average
Administering The Motor Vehicle Inspection Program	Above Average	Average	Below Average	Very Poor	Above Average
Conducting School Bus Equipment Safety Inspections	Above Average	Average	Below Average	Very Poor	Above Average
Criminal Lab Forensic Examinations	Above Average	Average	Below Average	Very Poor	Above Average
Boat Safety and Enforcement	Above Average	Average	Below Average	Very Poor	Above Average

12.) Are you aware of or have you ever visited MSHP's "Show-Me Integrity Accountability Portal" website?

- ☐ Yes
- ☐ No
- ☐ Not sure

How much do you worry about the following?

13.) Being involved in a traffic accident while traveling on Missouri roadways?

- ☐ Not at all worried
- ☐ Somewhat worried
- ☐ Very worried

14.) Being a victim of a crime while travelling or stopped along Missouri roadways?

- ☐ Not at all worried
- ☐ Somewhat worried
- ☐ Very worried

15.) If you reside in Missouri, being a victim of a crime while in your home or neighborhood?

- ☐ Not at all worried
- ☐ Somewhat worried
- ☐ Very worried
- ☐ Not applicable (I do not live in Missouri)

16.) Being a victim of an act of terrorism in Missouri?

- ☐ Not at all worried
- ☐ Somewhat worried
- ☐ Very worried

17.) Being a victim of an active threat. An active threat is any incident that creates an immediate threat or presents imminent danger to the community.

- ☐ Not at all worried
- ☐ Somewhat worried
- ☐ Very worried

Please answer the following questions related to enforcement of boating laws and regulations:

18.) How effective do you believe MSHP officers deter alcohol related boating crashes?

- ☐ Very effective
- ☐ Effective
- ☐ No effect
- ☐ Ineffective
- ☐ Very ineffective

19.) How effective do you believe MSHP officers deter alcohol and drug violations on Missouri waterways?

- ☐ Very effective
- ☐ Effective
- ☐ No effect
- ☐ Ineffective
- ☐ Very ineffective

20.) How safe do you feel on Missouri lakes, streams, or rivers?

- ☐ Very safe
- ☐ Safe
- ☐ Unsafe
- ☐ Very unsafe
- ☐ Not applicable (I do not participate in activities on Missouri waterways.)

Please answer the following demographic questions. All responses are confidential and help us better understand statewide trends and populations

21.) Are you a resident of the state of Missouri?

- ☐ Yes
- ☐ No (Skip to Question 22)

I. If "Yes," please provide your county _____

22.) What age group do you fall under?

- ☐ 16-21
- ☐ 22-34
- ☐ 35-44
- ☐ 45-55
- ☐ 56-65
- ☐ Over 65
- ☐ Prefer not to answer

23.) Which of the following groups would you say represents your race or ethnic background?

- ☐ Black or African American
- ☐ Asian
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Hispanic
- ☐ Multiracial
- ☐ White
- ☐ Prefer not to answer

24.) Please provide any comments you may wish to make about the Missouri State Highway Patrol, including recommendations or suggestions for improvements.